

**RESOLUTION REGARDING THE GATHERING AND DISTRIBUTION OF RESIDENTIAL  
CUSTOMER INFORMATION RELATED TO  
UTILITY ARREARAGES AND SERVICE TERMINATIONS  
FOR NON-PAYMENT**

**WHEREAS**, the National Energy Assistance Directors Association (NEADA) has recognized that many low-income and working poor households carry very high energy burdens; and

**WHEREAS**, Many low-income households do not have sufficient income to pay for vital energy services along with other basic necessities of life, and must therefore omit or defer payment for one or more necessities or assume unmanageable levels of consumer debt; and

**WHEREAS**, Exceedingly volatile natural gas, electricity and fuel oil prices in recent years have exacerbated the energy burden crisis facing low-income households and is one of the criteria for the release of emergency funds; and

**WHEREAS**, Reports from many states indicates that many electric and natural gas utility distribution companies have over the past year experienced high levels of customer arrearages leading to increased service terminations for non-payment; and

**WHEREAS**, Loss of vital electric or natural gas utility service constitutes a serious threat to health, safety and well-being; and

**WHEREAS**, The appropriate programmatic and policy development needed to respond to varying levels of customer arrearages and high rates of service termination must be informed by reliable and consistent time series data reflecting such trends: *now therefore be it*

**RESOLVED**, That the National Energy Assistance Directors' Association (NEADA) members convened in its March 2002 Winter Meeting in Washington, D.C., encourage State public utility commissions to gather on a monthly basis from jurisdictional electric and natural gas distribution companies information including, but not limited to, the following residential customer statistics:

- Number of accounts;
- Number of accounts certified as eligible for energy assistance since the preceding October 1;
- Number of accounts past due;
- Number of accounts eligible for energy assistance and past due;
- Total revenue owed on accounts past due;
- Total revenue owed on accounts eligible for energy assistance and past due;
- Number of disconnection notices past due;
- Number of disconnection notices issued on accounts eligible for energy assistance;
- Number of disconnections for nonpayment;
- Number of reconnections;
- Number of accounts determined uncollectible; and
- Number of accounts eligible for energy assistance and determined uncollectible.

**RESOLVED**, that the National Energy Assistance Directors Association (NEADA) convened in its March 2002 Winter Meeting in Washington, D.C., encourages State public utility commissions to require the utilities they regulate to make such information readily available and accessible to the public and provide this information to the state agencies responsible for administering LIHEAP to be used for program planning purposes.

